
TEST INFORMATION GUIDE

This test information guide provides a summary of concepts that are tested on the multiple-choice examination for the **Stores Clerk** job. This information can be reviewed in combination with the class specification and examination announcement to assist you in preparing for the examination.

I. RECEIVING STOCK

(12 Questions)

Workers in this job spend a large amount of their time on the job receiving stock shipments and checking shipments to ensure all stock has been received and is in good condition. The questions in this section of the test assess your ability to examine and account for stock received in a storeroom or warehouse. Test questions cover topics including:

- Measurement units commonly used in receiving stock (e.g., dozen; case; gross; etc.);
- Reconciling shipping invoices with purchase orders;
- Inspection techniques used to ensure that all stock received is in good condition.

II. STOREKEEPING

(22 Questions)

The proper, safe and efficient storage of received stock is a primary task of this job. Employees are expected to evaluate storage procedures and make suggestions as to how to improve current warehouse operations which will save time and maximize storage space. Questions in this test section examine your knowledge of stock storage and other related storekeeping procedures. Specific test question topics include:

- Stockroom organization and layout techniques;
- Safety practices related to the storage and movement of stock in a stockroom or warehouse;
- Stock rotation principles and methods;
- Transfer of stock and shipping procedures.

III. ISSUING STOCK

(22 Questions)

Employees in this job routinely issue items from stock in order to fill customer orders. Issuing stock involves examining the customer's requisition, locating, retrieving and recording the items removed and issued from stock. Questions in this exam section test your knowledge of stock issuance practices and your ability to successfully fill orders. Specific test question topics include:

- Procedures used to accurately and efficiently issue stock;
- Locating stock in the storeroom using codes to denote floors, aisles, sections, tiers, rows and bins;
- Stock issuing terminology such as *requisitions*, *first-in*, *first-out*, etc.;
- Item substitution practices.

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IV. STOCK INVENTORY

(12 Questions)

The periodic inventory of storeroom stock is an important duty of this job. This task involves accurately counting stock on shelves, bins and pallets. Recording stock counts, reconciling discrepancies and processing reconciliation paperwork is also part of this task. The questions in this test section assess your ability to conduct physical inventories and solve discrepancies in inventory records. Test question topics include:

- Inventory data record keeping;
- Inventory terminology and the purpose of different inventory practices;
- Reconciling discrepancies between inventory records and stock on hand;
- Techniques used to conduct inventories and to count stock efficiently and accurately.